

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
\$270,000.00 (\$90,000.00 per year)	DHS FTBS-08-26001

Bid Description:

Provide a wide range of family-based services to families following the solution-focused therapy approach for low, medium and high risk families.

The maximum total of agreement will be \$90,000.00 per year. Two-thirds of the funds (\$60,000.00) will be from Department of Human Services and one-third of the funds (\$30,000.00) will be from County Child Care funds.

Due Date For Response:

1-4-08

Contact Person Name:

Howard Sweeney

Phone #:

(989) 426-3327

E-Mail Address:

sweeneyh@michigan.gov

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: **FTBS-08-26001**

Bid Submission Due Date & Time: **1-4-08 5:00 pm**

Geographic Area to be Served: **Gladwin County and Clare County**

Service Titles: **Family-based services for low, medium and high risk families.**

Anticipated Contract Begin and End Dates: **March 1, 2008 through September 30, 2010**

Method of Reimbursement: **x** Actual Cost Unit Rate

Maximum Annual Contact Amount: **\$ 90,000.00** per year

Issuing Office: Department of Human Services **Gladwin**

Contact Person: **Howard Sweeney**

Telephone #: **989-426-3327** Fax #: **989-426-3353**

Email Address: **sweeneyh@michigan.gov**

Pre-proposal Conference: (Date, time, location) **12-20-07 at 2:00 pm at Gladwin County
DHS, 250 N. State St., Gladwin**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **12-28-07 5:00 pm**

Submit 6 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Department of Human Services - Gladwin County		
DHS Office		
250 N. State Street		
Street Address		
Gladwin	MI	48624
City	State	Zip

Bidders must submit all **inquires** regarding content by email or surface mail. Bidders must submit all bid **responses** either in person or by surface mail. Bid responses which are faxed or emailed will not be considered for award. DHS will post all necessary clarifications and revisions to its initial material onto the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

Delays at the beginning of the first contract period will result in a prorating of the annual dollar amount.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder’s fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939. Completion: Mandatory. Penalty: Contract Invalid	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
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BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bidder Response
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bid

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Gladwin County and Clare County.

B. Location of Facilities

The Contractor shall provide services described herein in facilities located at:

Client homes in Gladwin County and Clare County.

C. Client Eligibility Criteria

1. Definition of Eligibility (normally by funding source or program standards).

Have an open Prevention or Protective Services or Foster Care reunification or Delinquency services case. Referrals shall be taken on a first-come/first-serve basis, as space is available. A waiting list shall be kept for the purpose of assessing service capability.

Clients who have had an open DHS CPS, CFC, Prevention, or Delinquency case within the past 18 months.

Adoptive families and their minor child(ren) when the child(ren) have been adopted from a state's foster care program and for whom the adoption has been finalized and for whom a need for post-adoptive services has been identified by DHS.

Families who have had a CPS investigation within the past 18 months.

Families currently involved with Family to Family Services to prevent out-of-home placement of a child by DHS.

Pregnant and/or parenting youth, custodial and non-custodial parents under the age of twenty-one (21) who are eligible under the Temporary Assistance to Needy Families (TANF) Program based on income eligibility.

Non-parental relatives and/or caregivers in need of supportive services to provide care to a minor child to prevent DHS foster care placement.

Adjudicated youth who are wards of and referred by the Court.

2. Determination of Eligibility

DHS shall determine eligibility.

D. Credentials and Employee Clearances

The Contractor shall assure that appropriately credentialed or trained staff shall perform functions under this Agreement.

As a condition of this Agreement, each Contractor certifies the Contractor will conduct or cause to be conducted, for each applicant, employee, subcontractor, subcontractor employee or volunteer who works directly with clients under this agreement, an Internet Criminal History Access Tool (ICHAT) check and for each applicant, employee, subcontractor, subcontractor employee or volunteer who works directly with clients under this agreement and who has not resided or lived in Michigan for each of the previous ten (10) years, a National Crime Information Date (NCID) criminal record check and an ICHAT check. The Contractor further certifies that the Contractor shall not submit claims for or assign to duties under this Agreement, any employee, subcontractor, subcontractor employee, or volunteer based on a determination by the grantee that the results of a positive ICHAT or NCID response record make the individual ineligible to provide the services. Contractors may consider the recency and type of crime when making this determination. The Contractor must have a written policy describing the criteria on which its determinations shall be made. Failure to comply with this provision may be cause for immediate cancellation of this Agreement.

Information about ICHAT can be found at <http://apps.michigan.gov/ichat>.

E. Services to be Delivered

Service #1 of 1: Families Together-Building Solutions

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Provide both supervisory staff and FTBS workers committed to and capable of adhering to the solution-focused model.

- b. Have all FTBS workers, supervisors, and program managers attend training arranged by the DHS that is tailored to the solution-focused model. Training materials acquired shall be incorporated into service delivery.
- c. Develop procedures for receiving referrals in consultation with the local DHS office referring units, in consultation with Community Support Services Division Program Office.
- d. Develop a written plan to deliver flexible monies averaging one hundred dollars (\$100.00) per family served, to be used for reinforcement tools or incidentals.
- e. Provide service in the family's home or, at the family's request, a location (other than the Contractor's facility) mutually agreed upon by the Contractor and the family. Solution focused treatment groups may be held at a mutually agreed upon location as determined by the Contractor and assigned local DHS representative, in consultation with the assigned Family Preservation Specialist.
- f. Have the FTBS workers and supervisors work a flexible schedule determined by the needs of the family (rather than a standard eight to five schedule). The Contractor shall also submit, in writing, to the DHS, a plan outlining how FTBS program staff will meet availability requirements.
- g. Maintain a FTBS supervisory/direct service FTBS worker ratio as supervisor to four FTBS workers, pro-rated for partial or multiple teams.
- h. Have all FTBS supervisors participate in scheduled meetings, case consultation, case reviews, and ongoing training as necessary for contract compliance and determined by the local DHS representative and Family Preservation Specialist.
- i. The assigned local DHS representative, in consultation with the Family Preservation Specialist, shall familiarize the FTBS program staff with DHS policies and procedures and shall monitor staff for program and outcome compliance.
- j. Make accessible to the assigned DHS Family Preservation Specialist and assigned local DHS representative, full access to examine all administrative records for the purpose of contract monitoring.

- k. Have each full-time supervisor with a team of four (4) carry a minimum caseload of two (2) families per year. A part time supervisor/worker must carry a percentage of a worker caseload and percentage of a supervisor load.
- l. The FTBS supervisor will accompany a new FTBS worker on at least one (1) home visit. For all FTBS staff, the FTBS supervisor shall accompany FTBS staff on other home visits as needed, but at least once per contract year. Feedback on supervisor accompanied visits shall be part of the weekly individual conference or team meeting.
- m. The FTBS supervisor shall schedule weekly team meetings involving all FTBS staff to consult casework plans and activities.
- n. The FTBS supervisor shall conduct bi-weekly, individual, supervision with each FTBS worker. This shall be for the purpose of discussing each worker's families reviewing individual case progress and consulting on solution-focused casework plans.
- o. Have the FTBS supervisor co-facilitate a weekly goal and solution-focused treatment group consisting of FTBS parents/primary caregiver(s). The solution-focused group treatment format, goals, and time length shall be determined in accordance with the Solution-Focused Model for treatment groups.
- p. Have FTBS supervisors review and approve, by signature and date, all required service plans, progress and termination reports.
- q. Have the FTBS workers directly available to the family twenty-four (24) hours per day, seven (7) days a week to accommodate the family's work schedule and for crisis intervention, if necessary. Each FTBS worker shall be available to the families specifically assigned to them. Home telephone numbers shall be given to families or another approved method of direct contact shall be established.
- r. Have each full time FTBS worker carry an average of twenty four (24) cases per year. A FTBS worker may be assigned a caseload of up to eight (8) families at a time. Exceptions to the full time caseload must be discussed with the assigned Family Preservation Specialist.
- s. Have the FTBS worker contact the family face-to-face within seven (7) working days of referral. An initial case staffing between the referring caseworker and FTBS worker shall occur in person or by phone within seven (7) days of the first visit with the family. If the FTBS worker is not able to meet with the family within 7 days of referral, contact is to

- be made informing the referring worker of the lack of contact and seeking direction on what further measures to take to meet with the family. The assigned FTBS worker shall maintain ongoing contact with the referring worker at a frequency sufficient to address the circumstance of each individual case.
- t. Have the FTBS worker provide service to the family for ninety (90) days. Family participation in the solution-focused treatment group can occur at any time during the intervention period. The FTBS worker shall average not less than three (3) hours of face-to-face contact per family, per week, during the period of intervention, not to exceed a total of one hundred eighty (180) days of service.
 - u. Deliver the FTBS service to families for up to ninety (90) days with an option to extend service up to an additional ninety (90) days with written DHS approval based on consultation regarding goal progress with the family, worker, supervisor and referral source. The solution-focused treatment group consists of weekly goal-oriented meetings co-led by FTBS staff and shall consist of a two(2) hour meeting held once per week. The group treatment should be geared toward clients setting goals and evaluating their progress using a solution-focused group discussion and mutual support format. When the solution focus weekly group convenes, each FTBS worker shall co-facilitate this group on a rotating basis, with the FTBS supervisor.
 - v. Complete regular evaluations of FTBS staff to assess knowledge of and compliance with the philosophy and intervention strategies of the FTBS model.
 - w. Require the FTBS worker, in consultation with the family, to write a service plan that is individualized for each family. The plan shall incorporate goals which are derived from the families view of their issues, as well as that of the referring worker. This plan shall be sent to the DHS referring worker within thirty (30) days of the first home visit with the family. Each thirty (30) days thereafter, a progress report shall be sent to the local DHS office. A termination report is due seven (7) days after the date of case closure.
 - x. Have the FTBS worker provide a wide range of family-based services to each family, following the solution-focused brief therapy approach. The services may include, but shall not be limited to:
 - 1) Building a positive family/worker relationship by utilizing solution focused interventions, such as complimenting, interviewing-as-

intervention, positive reframing and exception-finding to engage the family members.

- 2) Developing cooperation by:
 - a) Identifying the existing strengths of the family and the individual family members;
 - b) "Joining" with the family by emphasizing existing coping strategies, strengths, and skills and validating the family members' view of their situation;
 - c) Negotiating concerns of the family;
 - d) Empowering the family in positive solution-oriented goals formation and action steps;
 - e) Utilizing elements of the solution focused model such as:
 - the five-question interviewing technique;
 - compliments as intervention technique.
- 3) Defining the situation/behaviors through:
 - a) The view of the family, the referring worker, and FTBS worker;
 - b) Identify what the changed situation/behavior will "look like";
 - c) Assisting the family members in creating a goals picture that addresses the situation/behaviors in behaviorally-specific terms.
- 4) Collaborative goal setting between the family, FTBS worker and referring worker by:
 - Establishing solution-focused, behaviorally-specific goals that are:
 - Achievable within a timeframe limited to ninety (90) days;
 - behaviorally specific as to the problematic situation/behaviors that need to change, and measurable as related to observable, positive

replacement behaviors of the family members that coincides with the goals picture.

- 5) Intervening with the family through use of the "Five Question" technique:
 - a) Utilize interviewing as an intervention;
 - b) Utilize recognition of pre-session changes made by the family;
 - c) Utilize the "miracle question" technique as a means of eliciting family-driven hypothetical solutions to problems;
 - d) Utilize the "exception finding" question technique to assist the family in creating solutions to problems and for tracking progress;
 - e) Utilize the "scaling" question technique with the family to increase cognitive skill level;
 - f) Utilize "coping" questions with the family to reinforce, maintain, and enhance positive changes and solutions to problems.
- 6) Enhance and increase family functions through the use of feedback and task assignment:
 - a) Giving recognition for new behaviors demonstrated by family members utilizing compliments and encouraging self- complimenting techniques;
 - b) Enhance the family's ability to handle relapse and setback situations in a positive way utilizing exception finding and scaling questions;
 - c) Enhance positive changes by complimenting family members, assisting with strengthening the social network and building links to family and community resources.
- 7) Enhance and increase appropriate parenting skills and alternatives to physical punishment through solution-focused techniques.

- 8) Enhance household management skills through skill-building, solution-finding activities, such as:
 - a) Budgeting;
 - b) Exploring household management options/alternatives;
 - c) Scheduling daily routines;
 - d) Expanding social supports for family members;
 - e) Building linkages to community resources.
 - 9) Enhance use of transportation networks, and transport the family when necessary to achieve treatment goals.
 - 10) Enhance communication skills and conflict resolution skills through teaching.
 - a) Solution-finding approaches to family conflict;
 - b) Negotiation rationales and techniques;
 - c) Family relationship-building activities;
 - d) Anger management.
 - 11) Enhance use of community resources and linkages with follow-up services in termination planning with the family when appropriate.
- y. Discuss termination recommendations, in person when possible, with the referring worker. The meeting shall occur no later than seven (7) days prior to the anticipated closure of the case. The family may be invited to this meeting. A written termination report, using the required form, shall be submitted to the referring worker no later than seven (7) days after case closure.
- z. Conduct a termination interview with the family to summarize the progress made during the intervention and options for maintaining progress. The referring worker should be invited to the termination interview.
- aa. Have the FTBS worker send each family who terminates FTBS services a closure letter within seven (7) days, summarizing the progress the family has made during the intervention and reminding the family that a worker will conduct follow-up interviews at six- and twelve months following case closure. Documentation of the follow-up interviews and case notes detailing whether the children have been successfully maintained in the family home will be retained in each family case record.

- bb. Administer required family satisfaction and referring worker questionnaires, developed by the DHS, upon termination of each case to determine satisfaction with FTBS services. A copy of the completed forms shall be kept in each family case record.
- cc. Participate in quality assurance activities as designed by the DHS and/or Family Preservation Specialists.

2. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 72 (24 per year)

3. Unit Definition(s): One unit equals one family served.

REQUEST FOR QUOTE - RATING CRITERIA

Request for Quotes (RFQ) will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum points 30)

A. Agency

1. Has bidder ever performed these or similar services comparable to the services being bid for DHS or another purchaser?

Considerations:

- How recently were services provided and for what duration?
 - Were there previous contracts with DHS?
 - Were the principle characteristics of target population serviced comparable and relevant to the services being bid?
 - Has the bidder documented successful outcomes for clients as a result of services provided?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Has the bidder demonstrated the ability to collaborate with, or otherwise utilize, relevant community system resources to enhance outcomes for clients:

B. Staff

1. Do the position descriptions and resumes indicate that direct service staff possess educational credentials, knowledge, skills, attributes, and other characteristics that qualify them to provide these services?

Considerations:

- Length of experience
- Similarity of experience to services to be required
- Are salary schedules commensurate with job descriptions and requirements?

2. Does the bidder describe an acceptable level and structure for supervision with regard to the following?
 - . Amount of supervisory time dedicated to this project.
 - . Number of staff and programs for which each supervisor is responsible.
 - . Availability of supervisor for emergencies and during non-traditional hours (where appropriate).

Considerations:

- . Length of experience
 - . Length of supervisory experience
 - . Similarity of experience to services to be required.
 - . Is supervisory staff required to have an appropriate level of direct care experience?
3. Does the bidder have management and administrative support personnel sufficient to produce a satisfactory level of performance?

Considerations:

- . Similarity of direct experience to services to be required.
- . Length of experience.
- . Is there a sufficient number of management and administrative support personnel adequate to produce a satisfactory level of performance?
- . Will the service provided correspond to DHS' needs?
- . Does current management and administrative staff have appropriate previous work experience in human service administration?

C. Education and Training

1. Are educational requirements appropriate for each of the following types of staff?
 - . Direct Services
 - . Supervisory
 - . Administrative
2. Is the bidder's training program for new staff acceptable with regard to the number of hours of training, and the training curriculum?

3. Is the training scheduled in a manner that assures new staff will have appropriate skills prior to service delivery.
4. Does the bidder provide an acceptable level of training for on-going staff with regard to frequency, number of hours, and determination of topics relevant to services and staff needs?

D. Performance (“Purchaser” may refer to DHS or other entities.)

1. Were the services monitored by the purchasing agency? Was there documentation provided in a monitoring report regarding quality of service?
2. Were the terms of the agreement(s) fulfilled satisfactorily? (Was objective, supportive, documentation from the purchaser provided?)
3. If not, did the bidder submit and implement a corrective action plan that met the needs of the purchaser?

II. Program Implementation (Work Plan)

(Maximum points 25)

A. Service Delivery

1. Does the bidder’s work plan demonstrate an understanding of service objectives?
2. Does the bidder demonstrate ability to fully implement all aspects of the service design?
3. Is the work plan clear and detailed?
4. Does the work plan describe an approach that integrates service delivery to the client population in a way that assures achievement of goals for the client population?
5. Is the bidder’s plan for addressing the needs of a diverse client population adequate with respect to:
 - Transportation needs
 - Client characteristics
 - Physical disabilities
 - Language difficulties
 - Cultural concerns

6. If applicable, does the bidder describe an effective approach for notifying prospective clients of service availability? Has the bidder been responsible for notification of service availability in the past:
 - For this or other programs.
 - To a similar target population.
7. Does the bidder describe an effective approach for attracting and maintaining a high degree of client participation and investment in the program?
8. Does the proposal include documentation that past efforts at client engagement were successful?
9. If the bidder is responsible for determination of client eligibility, is the process for determination appropriate, and does it include appropriate documentation?
10. If the bidder is responsible for assessment of client needs, is the assessment process well defined and appropriate? Client centered? Does the bidder perform pre and post evaluative testing?
11. Does the work plan demonstrate that the bidder will be able to make initial contact with clients within the required time period?
12. If the bidder is responsible for the development of client treatment plans:
 - Is treatment plan development integrated with the assessment process?
 - Do clients participate in treatment plan development?
 - Does the bidder demonstrate that treatment plans will be individualized to the needs of each client/family?
 - Does the bidder provide documentation that they have a history of completing assessment and treatment plan development in a timely manner?
13. Does the bidder demonstrate that treatment plans will help clients achieve the goals of the overall program?
14. Does the bidder demonstrate successful collaborative working relationships with other relevant community systems by:

- Identifying resources within the community that are available to assist the family?
 - Does the bidder describe established formal and informal working relationships with relevant community agencies and staff? Was there documentation of ability to advocate and secure resources for clients?
15. Did the bidder demonstrate that past service contract and reporting deadlines were met?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does bid response include appropriate position descriptions for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Safety, Confidentiality, and Security Protocols

1. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
2. Does the bidder identify an adequate plan to assure an appropriate level of safety and security for clients?
3. Does the bidder identify an adequate plan to assure an appropriate level of safety and security for staff?
4. Does the bidder identify an adequate plan to assure an appropriate level of safety and security for the public?

III. Outcomes

(Maximum points 10)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Were behavioral outcome goals that were established for the services appropriate?
- D. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services? Did the bidder provide evidence of continuous improvement?

IV. Fiscal Resource Allocation

(Maximum points 25)

- A. Does the bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout the life of the agreement (including staffing, communication, resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to:
 - . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and narrative portions of the bid response?
- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement?
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?

- F. Does the proposal specifically identify what resources the bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- I. Has the bidder documented sufficient match to meet state and/or federal requirements?
- J. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- K. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Availability/Accessibility

(Maximum points 10)

- A. Does the bid response adequately describe how the bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Does the bid response adequately describe how bidder will provide outreach services?
- D. Is the bidder able to provide services at times when most clients can access them?
- E. Transportation
 - Is the bidder located close to public transportation?
 - Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- F. Does the bidder make adequate provision for client transportation needs?
- G. Are the bidder's facilities and services easily accessible to clients with disabilities?

- H. Is the facility large enough to meet the demand for services in the geographic area?
- I. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- J. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- K. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages, if any are noted. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name:

2. Bidder Mailing Address:

Bidder E-mail Address:

Bidder Fax Number:

3. Bidder Mail Code: (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

private, non-profit

private, proprietary

public

university

5. Bidder's fiscal year begin date: (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number/Email)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

I. Bidder's Experience/Qualifications

(Maximum points 30)

A. Agency

1. Describe these or similar services comparable to the services being bid for DHS or another purchaser. Please include the following:
 - Dates and duration of service provided.
 - Brief description of service(s) provided.
 - List all contracts with DHS that have been in place within the past 5 years.
 - Principle characteristics of the target population for whom the service was provided.
 - Documentation of successful outcomes for clients as a result of services provided.
 - If similar service, describe degree of similarity and how this service qualifies your agency to provide this service to DHS.
 - Name, email address, and telephone number of a contact person for each individual or agency for whom service was provided.
2. Describe how your agency successfully collaborates with other relevant community systems working to improve outcomes in the community for the targeted population in the RFQ.
3. Provide a list of all contracts with DSH that have been in place for the past five years.
4. Provide addresses of location(s) where the bidder will provide the proposed service(s)

B. Staff

1. Provide job descriptions for all positions charged in the price quotation that indicate staff possess the educational credentials, knowledge, skills, abilities and other characteristics that qualify them to provide proposed services. Please include the following:
 - Length of experience needed.
 - Similarity of staff experience in the area of the proposed services.
 - For each job description provide a salary schedule including all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.

2. Provide resumes for any current staff charged in the price quotation that indicate these specific staff possess the educational credentials, knowledge, skills abilities and other characteristics that qualify them to provide proposed services.
3. Complete the staffing allocations and qualifications form, CM-011, Bidder Response: Staffing Allocations and Qualifications (Attachment A)
 - . Titles used in this attachment must match titles used elsewhere in narrative.
 - . For each position, list the number of hours and number of weeks to be committed to the services being bid.
4. Describe your agency's supervision structure and plan with regard to the following:
 - . Amount of supervisory time dedicated to this project.
 - . Number of staff and programs for which each supervisor is responsible.
 - . Availability of supervisor for emergencies and during non-traditional hours (where appropriate).
 - . Supervision plan for direct care staff.
 - . If any, supervision plan for staff team.
5. Describe what administrative support is provided to assist:
 - . Direct care staff.
 - . Supervisory staff.
 - . Clients.
6. For your agency's supervision staff, provide the following:
 - . Length of experience in direct service provision in proposed or similar services.
 - . Length of supervisory experience.

B. Education / Training

1. Describe your agency's training program for new staff. Include the number of hours of training, and the training curriculum. Explain how new staff training equips staff for the provision of proposed services.

2. Describe your agency's level of training for on-going staff with regard to frequency, number of hours, and determination of topics relevant to services and staff needs. Explain how on-going training equips existing staff for the provision of proposed services.

C. Performance ("Purchaser" may refer to DHS or other entities.)

1. Provide previous monitoring reports for this or similar service purchased by DHS or others.
2. Provide any corrective action plans with documentation of implementation and proof that purchaser was satisfied by the corrective actions taken.
3. If no previous monitoring reports, provide concrete, objective evidence that the purchaser of this or similar services was satisfied.

II. Work Plan (Program Implementation)

(Maximum points 25)

A. Service Delivery

1. In narrative form, please describe how you would implement the program described by DHS.
 - Program Implementation
 - Once the contract is awarded, describe how long it will be before your agency will be able to provide service (Please be specific, e.g. 30 days, 45 days, etc.)
 - Describe the methodology used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
 - Describe the manner in which your agency will interact with the following organizations involved with the client's plan of treatment: Court, DHS, and other agencies.
 - Target Population

Describe the needs and strengths of the targeted population and its impact on service delivery. Include how your service delivery is tailored to respond specifically to the client population with respect to:

 - Transportation needs.
 - Client characteristics.
 - Physical disabilities.
 - Language difficulties.
 - Cultural concerns.

- Other.
- Work Plan
 - Provide a description of how the specified service(s) would be provided to client(s).
 - Include each step, process or activity a typical client(s) would encounter in successfully completing this service, and how these steps contribute to client goal achievement, and program success.
 - Include evidence of your ability to meet time frames required in the RFQ. If no required time frames, indicate anticipated time frames, with rationale for them.
 - Include a program flow chart if desired.
 - Include the total anticipated duration of service for each client, the frequency of contacts, and time spent with client during each contact.
2. If applicable, describe your agency's approach to notifying prospective clients of service availability. Describe past efforts for notification of this or similar service availability to a similar target population. Provide documentation that such efforts were successful in attracting the number of clients targeted to be served.
 3. Describe how your agency will attract and maintain a high degree of client participation, engagement, and investment in the program. Provide documentation that past efforts to engage clients were successful. Include agency's ability and plan to provide this service during non-traditional service hours.
 4. If applicable, describe your agency's method for determining client eligibility.
 5. Describe your agency's method for determining client assessment. Please include any formal tools or methods used.
 6. If applicable, provide a description of how the treatment plan is developed, including a sample treatment plan based on common characteristics of the targeted population. Explain how the treatment plan contributes to client's achievement of the client's individual goals and to the goals of the overall program.
 7. Describe how the agency collaborates with other relevant community systems and resources through:
 - Identifying resources within the community that are available to assist the family.
 - Connecting the family to those identified resources.

- Advocating with the client for needed services or resources.
8. Documentation and timeliness of Reports
- Provide procedures in-place to meet service contacts and reporting deadlines.
 - Describe your procedures for case review of reports.
 - Document your success in the past at meeting service contacts and reporting deadlines in this or in similar services provided.
9. Continuation of Service Plan
- Describe your agency's plan for continuation of service when staff turnover occurs.

B. Staffing

1. Provide organizational chart that includes proposed service, making sure that position titles match title designations in bid and budget.
2. Provide your agency's plan for staff screening in regard to criminal record checks and central registry clearance for employees who will have any direct contact with children.
3. Turnover Rate
 - Using the matrix and formula below, provide your agency's turnover rate for the listed job categories for the past three years:

FORMULA
$$\frac{\text{Total \# of those who left over period} \times 100}{\text{Average total \# employed over same period}}$$

Category	2006	2005	2004
Managerial/Supervisory			
Direct Service			
Total staff (including support)			

The total # of leavers includes all leavers: voluntarily, involuntarily due to dismissal, retirement, etc.

Example: In 2006, in an organization with a total staff of 47 employees, 5 employees leave. The total number of leavers then is 5, which when multiplied by 100 equals 500. This is divided by the average total number employed for this period of time (45), which results in an 11% turnover rate for total staff.

- Provide commentary regarding your agency's turnover rate
 - Explanation of past turnover rate.
 - Anticipated future turnover rate.
- Describe systems in place to encourage staff retention.

C. Safety, Confidentiality & Security Protocols

1. Describe your agency's procedures for assuring client confidentiality.
2. Describe your agency's procedures and methodology for assuring the personal safety and security of clients.
3. Describe your agency's procedures and methodology for assuring the personal safety and security of staff.
4. Describe your agency's procedures and methodology for assuring the personal safety and security of the public.

III. Outcomes

(Maximum points 10)

- A. Describe behavioral outcomes achieved in this and/or similar services, i.e., provide goal achievement that reflects objective (e.g., specific measurable, achievable, realistic, time-bound) differences in the program population pre and post service.
 - Describe the degree to which outcome goals were achieved.
 - Include what percentage of the program population successfully achieved these goals.
 - If goals were not reached, describe what action was taken by your agency.
- B. Describe your agency's resources for achieving these goals of the specific services outlined in the RFQ.
- C. Describe your agency's plan for continuous quality improvement.
- D. Achievement of Outcomes
 - Specify the number of clients expected to achieve the desired outcomes.
 - Identify anticipated outcomes for the services to be provided.
 - What percentage of outcomes will be achieved for clients served?

IV. Availability/Accessibility

(Maximum points 25)

- A. Specify your agency's normal hours of operation.
- B. Indicate your agency's ability and willingness to provide additional hours at other times or days if necessary.
- C. If required, describe how your agency would provide 24/7/365 accessibility to clients. (i.e., staffing allocation, communication, transportation, etc.) Be sure to include whether the client has access after hours to their identified worker.
- D. Identify each location where services will be provided. Include the street address, city, and zip codes for all locations.
- E. Using Attachment C (Availability/Accessibility to Clients) identify your agency's location in relation to public access.
- F. Describe your agency's plan for arranging and/or providing client transportation.
- G. Describe your agency's ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description.
- H. Describe your agency's ability to respond to crisis situations.
- I. Do your agency's facilities and services allow/encourage participation by clients with disabilities? Are facilities accessible by wheelchair? Are restrooms accessible, etc.?
- J. Describe the size of your facilities and how that impacts your agency's ability to meet the demand for services in the geographic service area.
- K. Describe your agency's process for addressing client language barriers.
- L. Describe your agency's plan for use of specific assistance. How will it be used and when?

V. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xls) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

VI. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

PRICE QUOTATION
Michigan Department of Human Services

BIDDER NAME:

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1: _____

Unit Definition: _____ a. Price per unit of service:	\$_____/unit
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Service #2 (if applicable): _____

Unit Definition: _____ a. Price per unit of service:	\$_____/unit
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Service #3 (if applicable): _____

Unit Definition: _____ a. Price per unit of service:	\$_____/unit
---	--------------

Service #4 (if applicable): _____

Unit Definition: _____ a. Price per unit of service:	\$_____/unit
---	--------------

Bidder: Submit this form in a separate envelope with the budget.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name (1)	
County	Type of Service

CATEGORY	POSITIONS/TITLES (3)	RATE/ HOUR	HOURS/ WEEK (providing this service solely)	# OF WEEKS	QUALIFICATIONS
(2) MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

- (1) Please provide information on staffing only for services to be provided for the request for quote/contract.
- (2) Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, place the position in whatever category the bulk of the individual's time will be spent.
- (3) Use same titles in narrative as on this page.

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RESOURCE GRID

MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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Availability/Accessibility To Clients
Michigan Department of Human Services

PLEASE CHECK THE BOX THAT MOST CLOSELY DESCRIBES YOUR AGENCY'S LOCATION IN RELATION TO PUBLIC ACCESS.	
Within 0 – 1 block of public transportation	<input type="checkbox"/>
Within 1 – 2 blocks of public transportation	<input type="checkbox"/>
Within 2 – 3 blocks of public transportation	<input type="checkbox"/>
Greater than 3 blocks from public transportation	<input type="checkbox"/>
Are your facilities easily accessible to clients with disabilities?	<input type="checkbox"/> Yes <input type="checkbox"/> No

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